

W-03515A-14-0310



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ARIZONA CORPORATION CC

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119096

Date: 10/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

OCT 06 2014

First:

Last:

Complaint By:

Bill

Evans

Account Name:

Bill Evans

Home:

Street:

N/A

Work:

City:

N/A

CBR:

State:

AZ

Zip: N/A

is: E-Mail

ORIGINAL

Utility Company:

Tonto Basin Water Co., Inc.

Division:

Tonto Basin

Contact Name:

Jason Williamson

Contact Phone:

Nature of Complaint:

OPPOSED DOCKET No. W-03515A-14-0310

From: Evans

Sent: Sunday, September 28, 2014 9:53 PM

To: Utilities Div - Mailbox

Subject: Tonto Basin Water Co.- Water Rate Increase Request

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 OCT - 6 P 2:58

RECEIVED

Dear Sirs/Madams:

I am a 10-year homeowner and year-round resident of Roosevelt, Arizona. Our community suffered through several years with Brooke Water Company's highly unreliable service, indifferent customer service attitude and high arsenic content (nobody I know of dared drink the water). When Brooke was recently sold to the subject company, everyone was delighted. SADLY, nothing has changed and now they have applied for an unheard of rate increase. Maybe they felt that by asking for the 'stars and sun' they may at least get the 'moon'???

Considering the deficiencies here noted, and the economies of scale resulting from the large increase in Tonto Basin's water user base, a rate decrease seems more in order; certainly NOT an increase.

Sincerely, Bill Evans

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/6/14 DOCKETED CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/6/2014

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